

Accounts Payable Pilot Process

Overview & FPOB User Training plan

March 19th, 2019

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Section 1

Process Overview

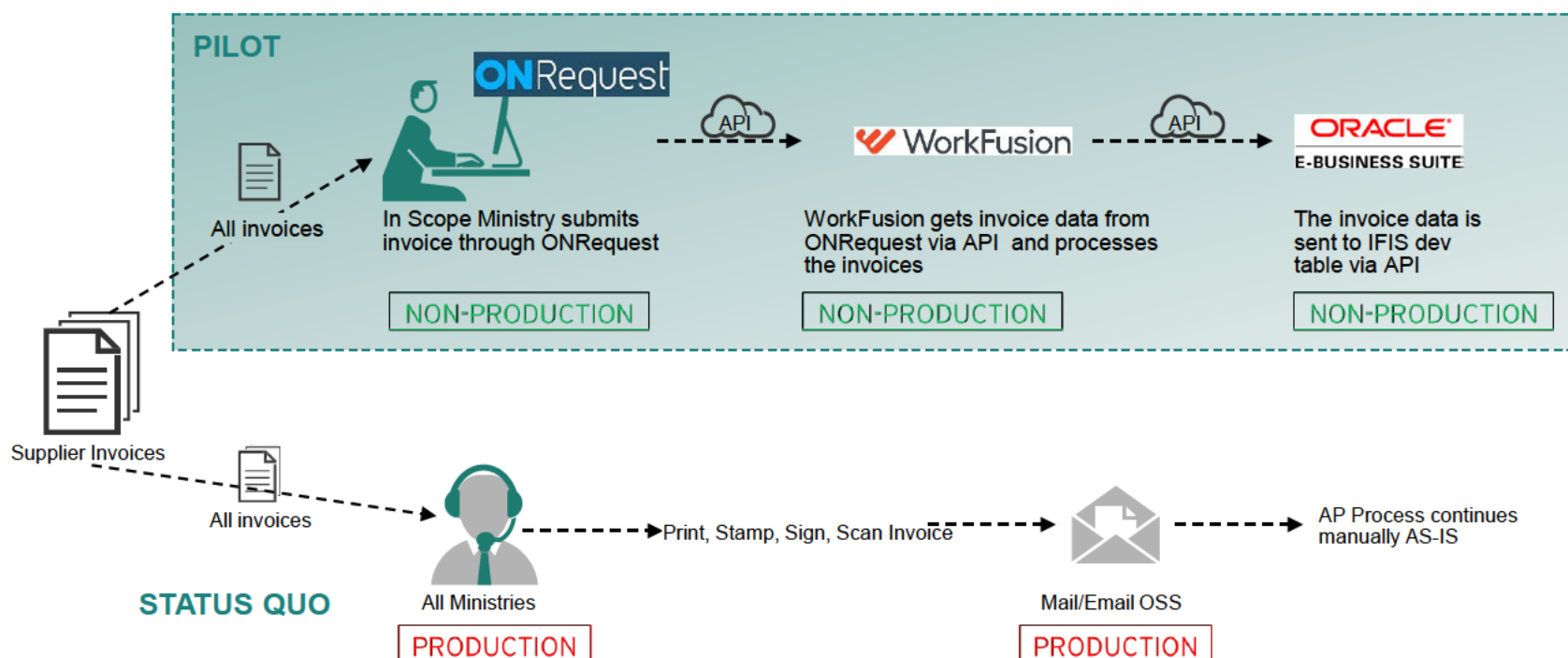
Key terms

Term	Definition
WorkFusion	Application which will be processing invoices.
ONRequest Portal	Online Portal which the Ministries will use to submit invoices.
Workspace	A web form which presents a user with a task, and then he/she submits the answer, so the invoice can be processed based on this answer/decision
IA	Intelligent Automation
OCR	Optical Character Recognition. Turns pictures into text.
ML	Machine Learning.
Standard Invoice	Payment Type = Supplier Invoice Fiscal Year Crossover = No Deposits on Direct Invoices = No Currency = CAD Holdback = No D-Set = No Purchase Order Number = null WIN Number = null No supporting documents, PDF invoice only
Non-Production Pilot	The non-production pilot is testing the end-to-end integration between ONRequest, WorkFusion, and IFIS. No invoices will be paid as this is a testing environment.

Non-Production Pilot

Parallel Submission Method

Below highlights the selected deployment plan with parallel submission paths in both the Non-Production and Production environment for the Pilot. All invoices will continue to be submitted in the current process in the production environment and the invoices for one MCCSS office will also be submitted through ONRequest in the Non-Production environment to test the capabilities and flow from ONRequest to WorkFusion to Oracle as part of the Pilot.



AP Invoice Process

Non-Production Pilot

The Non-Production Pilot for the AP Invoice Process includes the integration of three systems:

1. ONRequest Portal (Invoice submission)

- The selected MCCSS office will submit invoices through the ONRequest Portal (excluding spreadsheets, DSet, HST Only, and PO invoices).

2. WorkFusion (Invoice Distribution & Processing)

- Once approved, ONRequest will send an email to WorkFusion. The Portal information will then be retrieved.
- Standard invoices will be processed through OCR and tagged through the Machine Learning engine. FPR's will review the tags on each invoice for the non-prod Pilot.
- All non-standard invoices will be sent to a shared mailbox for the Operational Coordinator to verify the number received

3. IFIS (Invoice Processing)

- Once the data has been tagged on the invoice, the required information will be sent to IFIS to be processed.
- All exceptions will be sent to WorkSpace for FPR's to manually review.

Section 2

Training Plan

Objective

The objective of this training plan is to enable FPR's to use WorkSpace (part of WorkFusion) where all exception cases will be handled. FPR's will be required to monitor WorkSpace during regular work hours Monday to Friday.

FPR's will be required for manual intervention during the Pilot for the following:

1. Tagging/reviewing invoices (100% of invoices will need to be reviewed manually for the Pilot)
2. Reviewing overpay exceptions
3. Supplier not found exception.
4. If the Supplier has more than one site name at the same address, FPR's will be responsible for entering the correct site and resubmitting the invoice
5. Review all non-compliant invoices

Setting up WorkSpace

In order to access WorkSpace, the host file will need to be changed on your computer. Please use the one attached and contact IT support if you do not have admin rights.



Host File

In order to use WorkSpace the first step will be setting up credentials at <https://dev-app-workfusion.rpa.dev.ca/workspace-sandbox/register>.

Note: Google Chrome should be used

REGISTER FOR WORKSPACE

Email*

Name*

Last Name

Organization

Password*

Repeat Password*

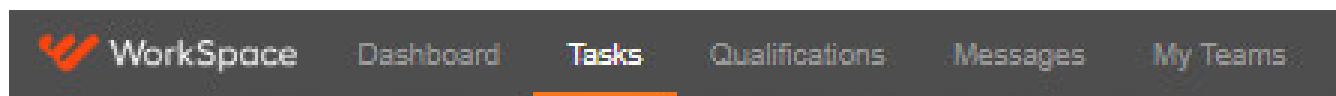
☐ I Agree to the [Terms and Conditions](#) *

Create an Account

Reviewing Invoices

Step 1

To view tasks, go to **Tasks > View**



TASKS Expand all Collapse all		Order by: Creation date (latest first) ▼
▶ Exception Task	Expires: 13 Apr 2019, 15:43 (4 weeks 1 day)	View ▼ Number of tasks: 4
▶ Information Extraction Task	Expires: 13 Apr 2019, 15:24 (4 weeks 1 day)	View ▼ Number of tasks: 17

Reviewing Invoices

Step 2

Click the **Accept** button on the upper right hand corner

The screenshot displays the 'Information Extraction Task' interface. At the top right, there is a bar with the text 'Automatically accept the next task' and a red-bordered 'Accept' button. Below this, a warning message states: 'Warning, this document is a potential duplicate, please review before submitting!'. The main area is titled 'Is this invoice valid?' and contains a 'Yes' button. A large black box with white text in the center reads: 'Please click on Accept button to start this task'. The invoice details are shown in a table format on the right side, including fields like Invoice Date, Supplier Name, Supplier City, Supplier Postal Code, Supplier Business Number, and Invoice Number. The invoice is dated 28 JUN 17 and is from Access Justice.

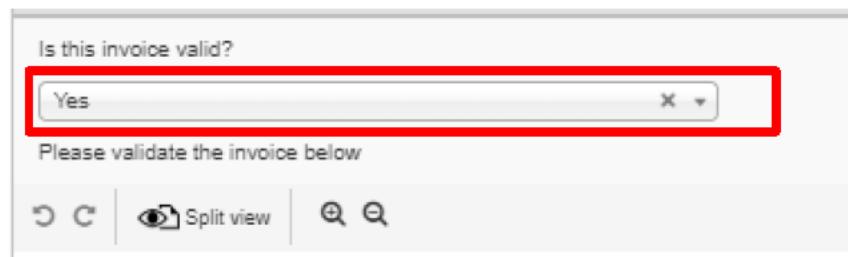
Field	Value
Invoice Date	28 JUN 17
Supplier Name	Access Justice Inc.
Supplier City	Winnipeg
Supplier Postal Code	R2V 2M4
Supplier Business Number	707081125
Invoice Number	1089
Invoice Amount	200.00

Reviewing Invoices

Step 3 – Invalid invoices

If there are any invoices which are invalid (i.e. non-compliant or Supplier is not found in the non-prod database), change the **Is this invoice valid?** to no. This is found in the upper left hand corner .

Note: an invalid invoice includes those missing any of the fields excluding Business Number. If any of the fields have incorrect OCR, tag the field and edit the data using the pen icon – they are not invalid.



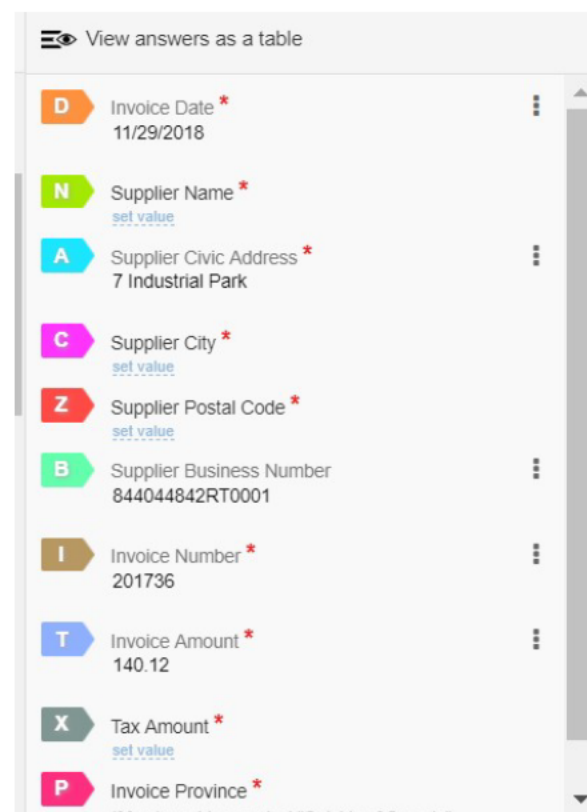
Is this invoice valid?

Yes

Please validate the invoice below

Split view

When the invoice is not valid, change all values on the right hand side to 'a' and make the date the current date. The invoice amount and tax amount to 0. The province should be set to Alberta.



View answers as a table

D	Invoice Date *	11/29/2018
N	Supplier Name *	set value
A	Supplier Civic Address *	7 Industrial Park
C	Supplier City *	set value
Z	Supplier Postal Code *	set value
B	Supplier Business Number	844044842RT0001
I	Invoice Number *	201736
T	Invoice Amount *	140.12
X	Tax Amount *	set value
P	Invoice Province *	set value

Reviewing Invoices

Step 4

If there are values that need to be edited, re-tagged based on OCR error, simply highlight the data and click the key allocated to the data field (i.e. Supplier City = C)

If the value cannot be highlighted, the value can be entered in the field.

In this case, the supplier name, city, postal code, and tax amount will need to be tagged.

When complete, click **Submit** in the bottom left hand corner.



View answers as a table

D	Invoice Date *	11/29/2018	⋮
N	Supplier Name *	set value	⋮
A	Supplier Civic Address *	7 Industrial Park	⋮
C	Supplier City *	set value	⋮
Z	Supplier Postal Code *	set value	⋮
B	Supplier Business Number	844044842RT0001	⋮
I	Invoice Number *	201736	⋮
T	Invoice Amount *	140.12	⋮
X	Tax Amount *	set value	⋮
P	Invoice Province *	<i>If invoice address is not "Outside of Canada"</i>	⋮

Reviewing Invoices

Step 5 – Exceptions

Always look for any flags at the top of the window, under **Information Extraction Task**.

Information Extraction Task

[Click to show/hide instructions](#)

Warning, this document is a potential duplicate, please review before submitting!

If any exceptions occur after they have passed through WorkSpace, they will re-appear in the queue under **Exception Task** with one or more of the following errors:

- a. 'This invoice has an approved amount of \$(total_pay), which means it is an overpay. Please check carefully before re-submitting!
- b. This supplier was not found in the Supplier_table. Please add the Supplier to the table before resubmitting or correct the Supplier information.
- c. More than one site was matched, Please clarify supplier information or mark as invalid.

Reviewing Invoices

Step 5 – Non-Standard invoices

All non-standard invoices will be sent to a generic mailbox (for UAT we will use one of EY's Ontario mailboxes). For the purpose of the Non-Production Pilot and the Soft Launch, no actions will be required to be taken on these invoices.

An Operational Coordinator will be monitoring the shared mailbox to verify volumes routed by WorkFusion compared to the volume received are the same.

Exception Handling

1. This invoice has an approved amount of \$(total_pay), which means it is an overpay. Please check carefully before re-submitting!

- If this exception occurs and you want WorkFusion to send an email to the Submitter, mark the invoice as *Invalid* and click *Submit*.
- If there has been an error and you want WorkFusion to continue processing the invoice, make no changes and click *Submit*.

2. This supplier was not found in the Supplier_table. Please add the Supplier to the table before resubmitting or correct the Supplier information.

- If this exception occurs, check the Supplier look-up to ensure that the Supplier does not exist. If it exists, enter the Site Name, Payment Terms, Payment Method, and Vendor ID at the bottom of the Exception task and re-submit the invoice. Do not edit the field names.
- If the Supplier does not exist, mark the invoice as Invalid and click Submit. The invoice will be removed from the queue and sent for manual processing.

3. More than one site was matched, Please clarify supplier information or mark as invalid.

- If this exception occurs, check the Supplier look-up to select the correct site. If it exists, edit the data and click Submit.
- If the Supplier does not exist, mark the invoice as Invalid and click Submit. The invoice will be removed from automation and sent for manual processing.

Test Scenarios for demo

All invoices will be submitted through the ONRequest Portal.

Scenario	Expected Outcome	FPR's Role
Submitting a Standard Invoice	Invoice data posted to IFIS	Review invoice data tags in WorkSpace
Submitting a Non-Standard Invoice	Email received in FPR shared mailbox	Reconcile number of non-standard emails received to end of day report
Submitting an invoice with an overpay	Invoice will re-appear in WorkSpace as an exception task	Make decision on whether invoice is invalid (non-complaint)
Submitting a invoice with a new Supplier	Invoice will re-appear in WorkSpace as an exception task	Remove invoice from automation.
Submitting an invoice where a Supplier has multiple site names	Invoice will re-appear in WorkSpace as an exception task	Enter the correct site name, payment terms, payment method, and vendor ID
Submitting a non-compliant invoice	Invoice will be marked as invalid and email received to FPR email box	Reconcile number of invalid invoice emails received from mailbox to end of day report
Submitting an invoice with poor OCR quality	Invoice data posted to IFIS	Review original invoice and manually enter data in WorkSpace
Submitting an invoice with incorrect/invalid data	Email sent to Ministry Submitter (similar to NFDS email)	For the non-prod pilot these emails will go to a folder in FPR shared mailbox. Reconcile amount received to end of day report